

**BEBAN KERJA, TEKANAN KERJA DAN
PRESTASI KERJA DALAM KALANGAN
JURUTEKNOLOGI MAKMAL PERUBATAN
HOSPITAL KERAJAAN**

Oleh:

KAM BOON LAI

**Kertas Projek ini Diserahkan kepada
Kolej Perniagaan Universiti Utara Malaysia
sebagai Memenuhi Syarat Keperluan
Ijazah Sarjana Sains (Pengurusan)
Universiti Utara Malaysia**

KEBENARAN MENGGUNA

Kertas Projek ini dikemukakan sebagai memenuhi keperluan Pengijazahan Program Sarjana Sains Pengurusan, Universiti Utara Malaysia (UUM), Sintok, Kedah. Saya bersetuju membenarkan pihak Perpustakaan UUM untuk mempamerkannya sebagai bahan rujukan umum. Saya juga bersetuju bahawa sebarang bentuk salinan sama ada secara keseluruhannya atau sebahagian daripada kertas projek ini untuk tujuan akademik adalah dibolehkan dengan kebenaran penyelia projek penyelidikan ini atau Dekan Othman Yeop Abdullah Graduate School of Business, UUM. Sebarang bentuk salinan atau cetakan bagi tujuan komersial adalah dilarang sama sekali tanpa kebenaran bertulis daripada penyelidik. Pernyataan rujukan kepada penulis dan UUM perlulah dinyatakan jika sebarang bentuk rujukan ke atas kertas projek ini dibuat.

Kebenaran untuk menyalin atau menggunakan kertas projek ini sama ada keseluruhan atau sebahagian daripadanya hendaklah dipohon melalui:

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ABSTRAK

Kajian ini menyelidik prestasi kerja dalam kalangan Juruteknologi Makmal Perubatan. Beban kerja merupakan pemboleh ubah bebas, dan tekanan kerja pemboleh ubah perantara manakala prestasi kerja pemboleh ubah bersandar. Satu tinjauan telah dijalankan terhadap 153 orang Juruteknologi Makmal Perubatan yang bertugas di Jabatan Patologi, Hospital Kuala Lumpur. Analisis regresi menunjukkan tekanan kerja sebagai perantara separa antara beban kerja dan prestasi kerja. Implikasi hasil dapatan kajian terhadap praktis dan kajian akan datang, serta batasan kajian dibincangkan.

ABSTRACT

This study investigates job performance of medical laboratory technologists. Workload was considered as the independent variable, job stress as the mediating variable while job performance as the dependent variable. A survey of 153 medical laboratory technologists working in Pathology Department in Hospital Kuala Lumpur was conducted. Regression analyses run show that job stress has a partial mediating effect on workload and job performance. The implications of the findings to practice and future research, and the limitations of the study are discussed.

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SENARAI SINGKATAN

ANOVA	Analysis of variance
CRC	Clinical Research Centre
IHBR	Institute for Health Behavioural Research
JEPP	Jawatankuasa Etika & Penyelidikan Perubatan
JTMP	Juruteknologi Makmal Perubatan
KKM	Kementerian Kesihatan Malaysia
LIS	Laboratory Information Systems
NIOSH	National Institute for Occupational Safety and Health
NMRR	National Medical Research Register
SPSS	Statistical Package for Social Sciences

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BAB SATU

PENDAHULUAN

1.1 Pengenalan

Bab satu menggambarkan keseluruhan kertas projek ini. Bab ini membincangkan latar belakang kajian dan isu-isu yang mendorong kajian ini. Ini diikuti dengan pernyataan masalah, persoalan kajian, objektif kajian, skop kajian, kepentingan kajian dan kesimpulan bab. Kertas projek ini terbahagi pada lima bab yang kandungannya adalah seperti berikut: bab satu tentang pendahuluan kajian, bab dua sorotan karya, bab tiga metodologi kajian, bab empat dapatan kajian, dan bab lima perbincangan kajian.

1.2 Latar Belakang

Kementerian Kesihatan Malaysia adalah penyumbang utama perkhidmatan kesihatan di Malaysia sungguhpun sebanyak 35% perkhidmatan kesihatan diberikan oleh sektor swasta (Manaf & Phang, 2007). Hospital Kuala Lumpur mempunyai 2,209 katil pesakit (Hospital Kuala Lumpur, 2011). Jabatan Patologi merupakan salah satu jabatan di Hospital Kuala Lumpur yang menawarkan perkhidmatan diagnostik yang merangkumi pelbagai disiplin bagi seluruh negara. Jabatan ini terdiri daripada sebelas unit iaitu Patologi Kimia, Mikrobiologi, Hematologi, Histopatologi, Sitologi, Virologi, Makmal Dadah dan Penyelidikan, Satelit, Genetik, Makmal Paediatric dan Pre-analitik (Hospital Kuala Lumpur, 2011).

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